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IT Center of Excellence

Achieving IT Excellence

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Some initial thoughts on IT excellence

- Many organizations talk about achieving IT excellence.
- Some organizations have tried benchmarking and emulating the "best practices" of other organizations, only to find that "one size" does not fit all.
- Several organizations have used a disciplined IT strategic planning process and architecture standards to achieve IT excellence, but forgot about development and operations.
- Other organizations have used service level agreements to promote IT excellence, but found that they are not always the best measure of success.
- Very few or ce.

Achieving IT excellence requires transforming the IT organization into an IT Center of Excellence

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IT Center of Excellence

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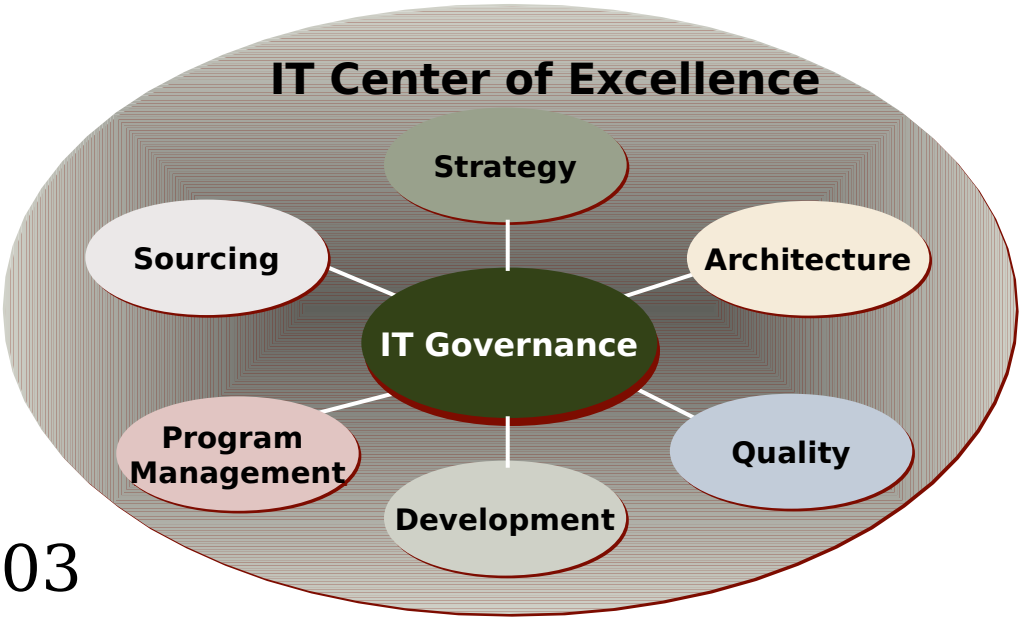
An IT Center of Excellence dynamically adapts IT resources to changing business models and partnerships enabling business agility and performance improvement through the proficient collaboration of people, processes and technology.

The IT Center of Excellence domains include strategy, sourcing, architecture, program management, development and quality. IT governance links the domains together.



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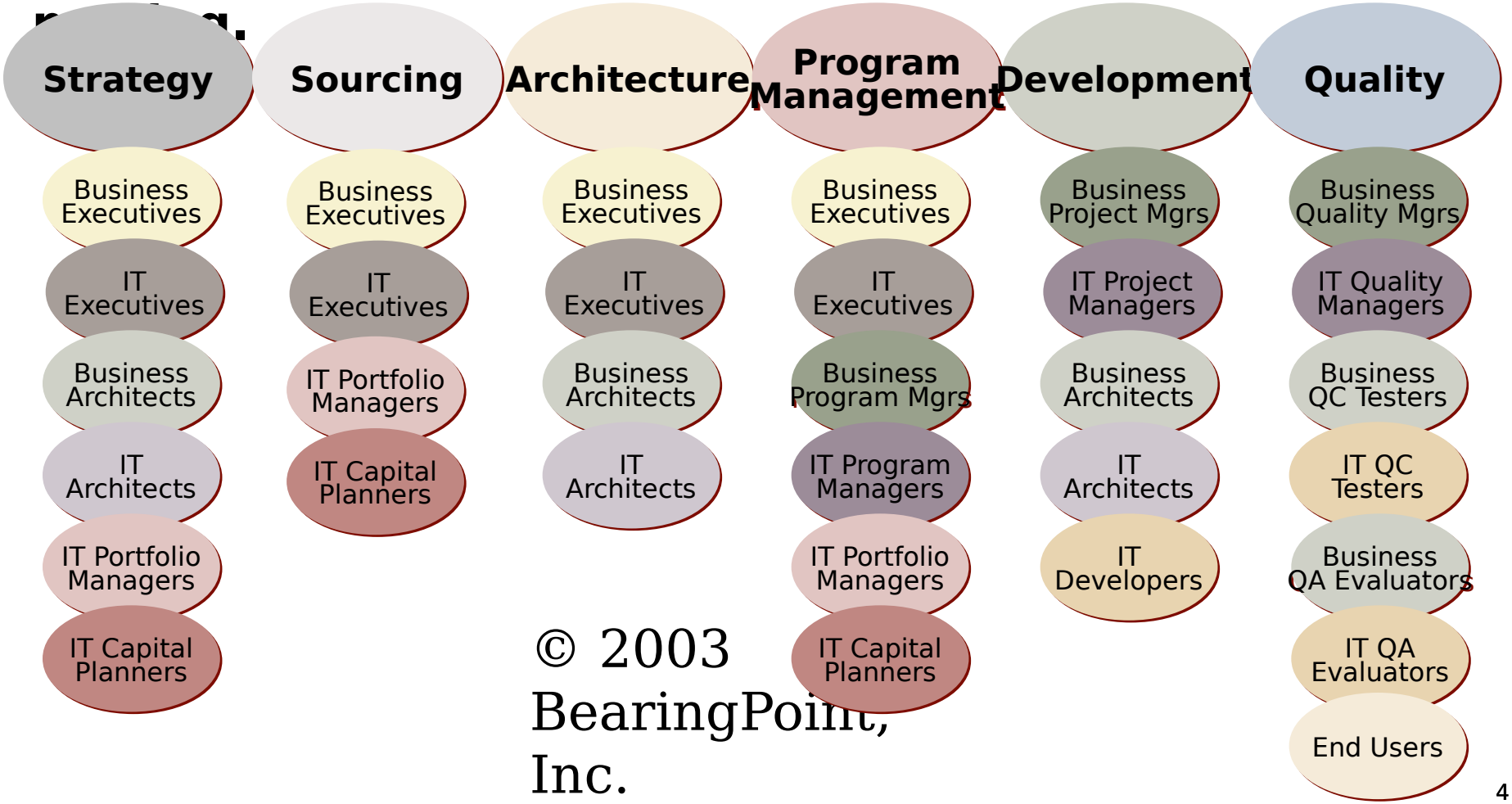
An effective IT governance model includes business and IT leaders in strategic and operational decision



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Strategy Domain

The Strategy Domain facilitates business-IT alignment by integrating strategic planning, capital management, portfolio management and sourcing.

Strategy Governance Example

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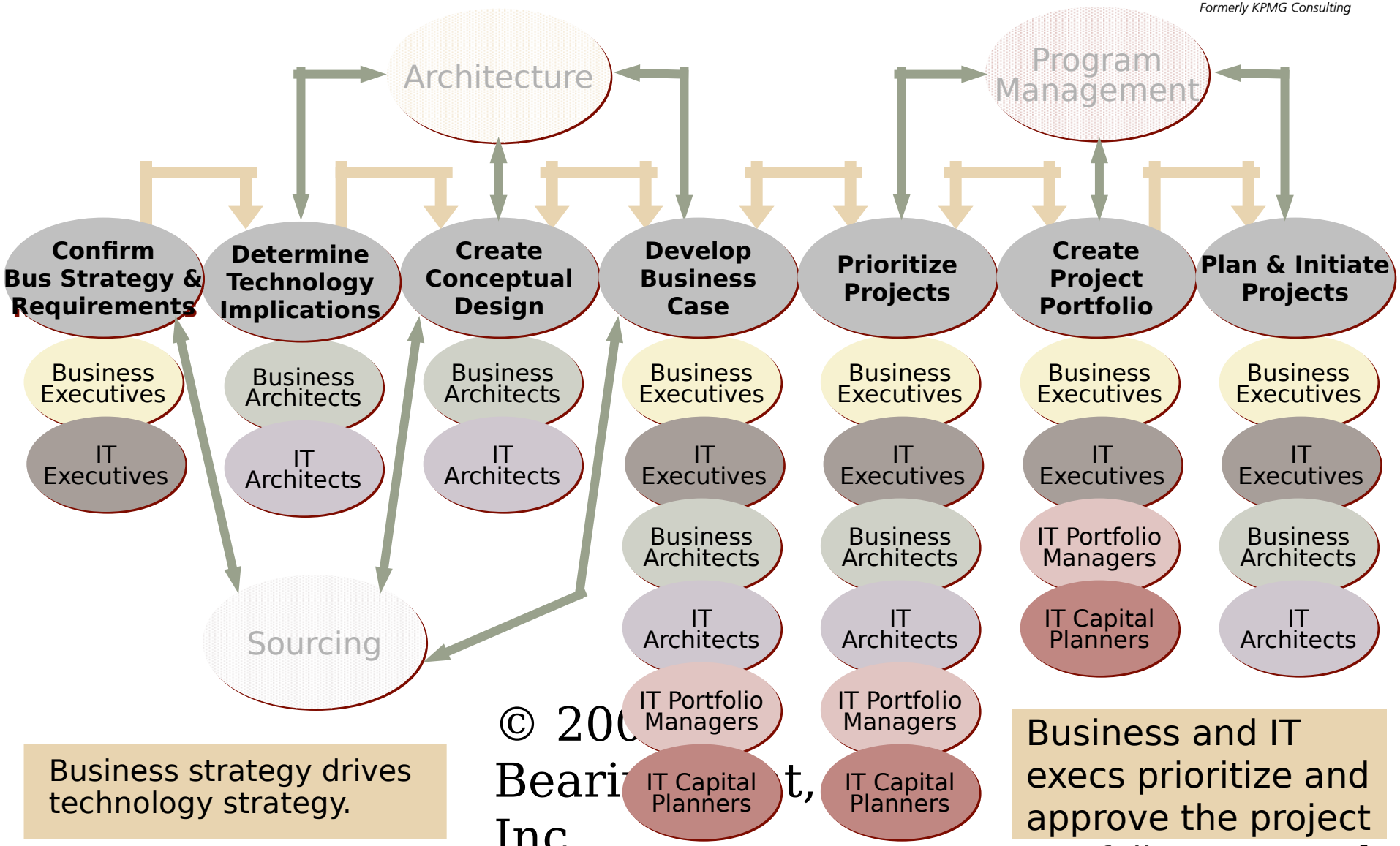

Business strategy drives technology strategy.

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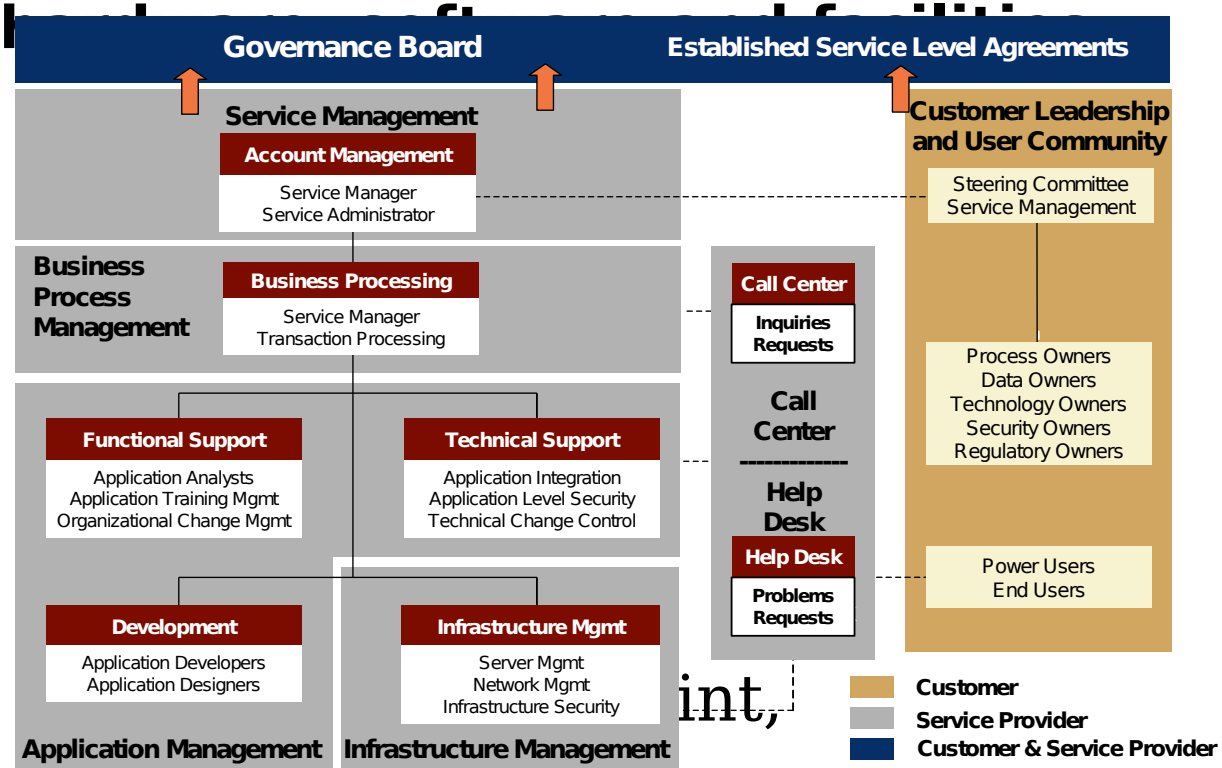
Business and IT execs prioritize and approve the project portfolio.

Sourcing Domain

The Sourcing Domain defines IT resource sourcing alternatives and the process to determine the appropriate sourcing mix that enables efficient operation of business services. IT resources include people, h



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Sourcing Governance Example

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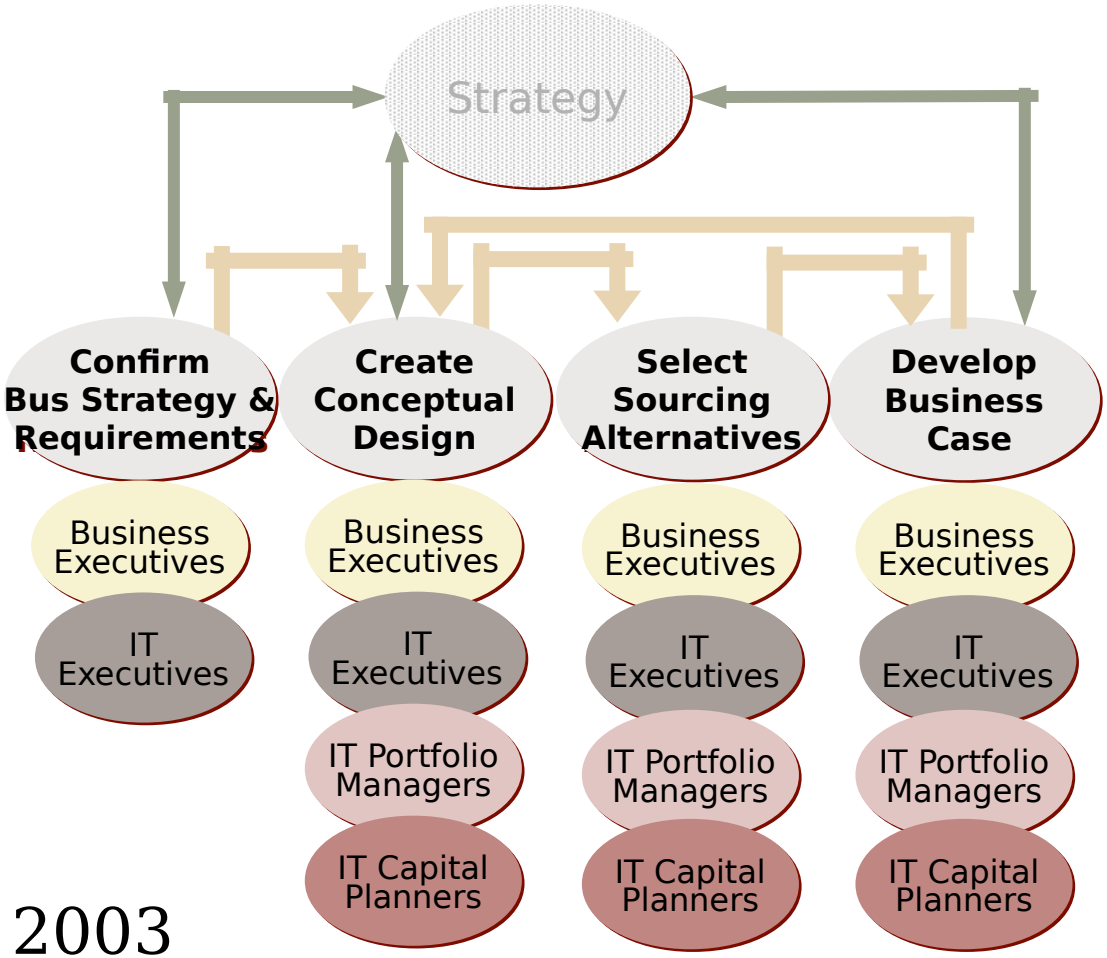
Successful IT sourcing requires a systematic approach that confirms the business strategy, analyzes the sourcing alternatives and builds a business case to support them.



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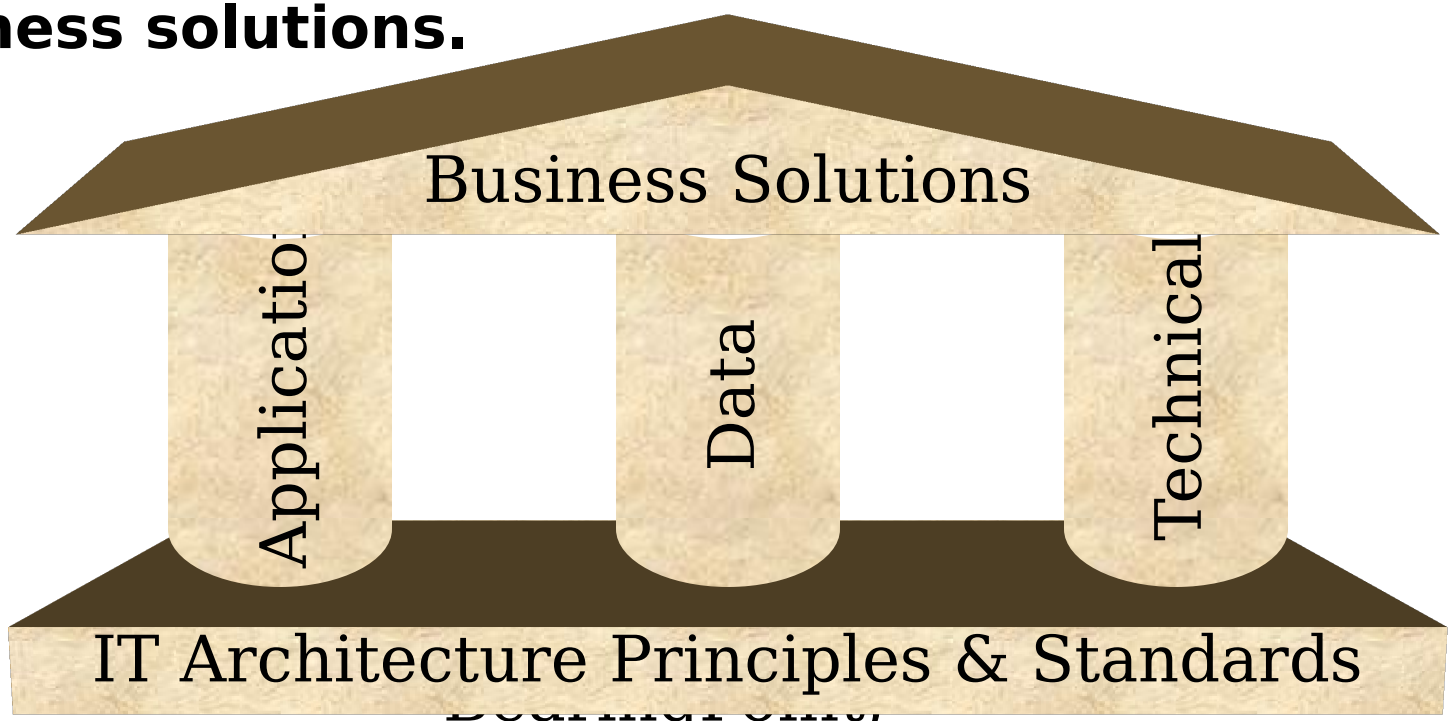
Architecture Domain

The Architecture Domain establishes principles and standards that provide the foundation for the evaluation and selection of the application, data and technical architecture components used to support business solutions.



Architecture Governance Example

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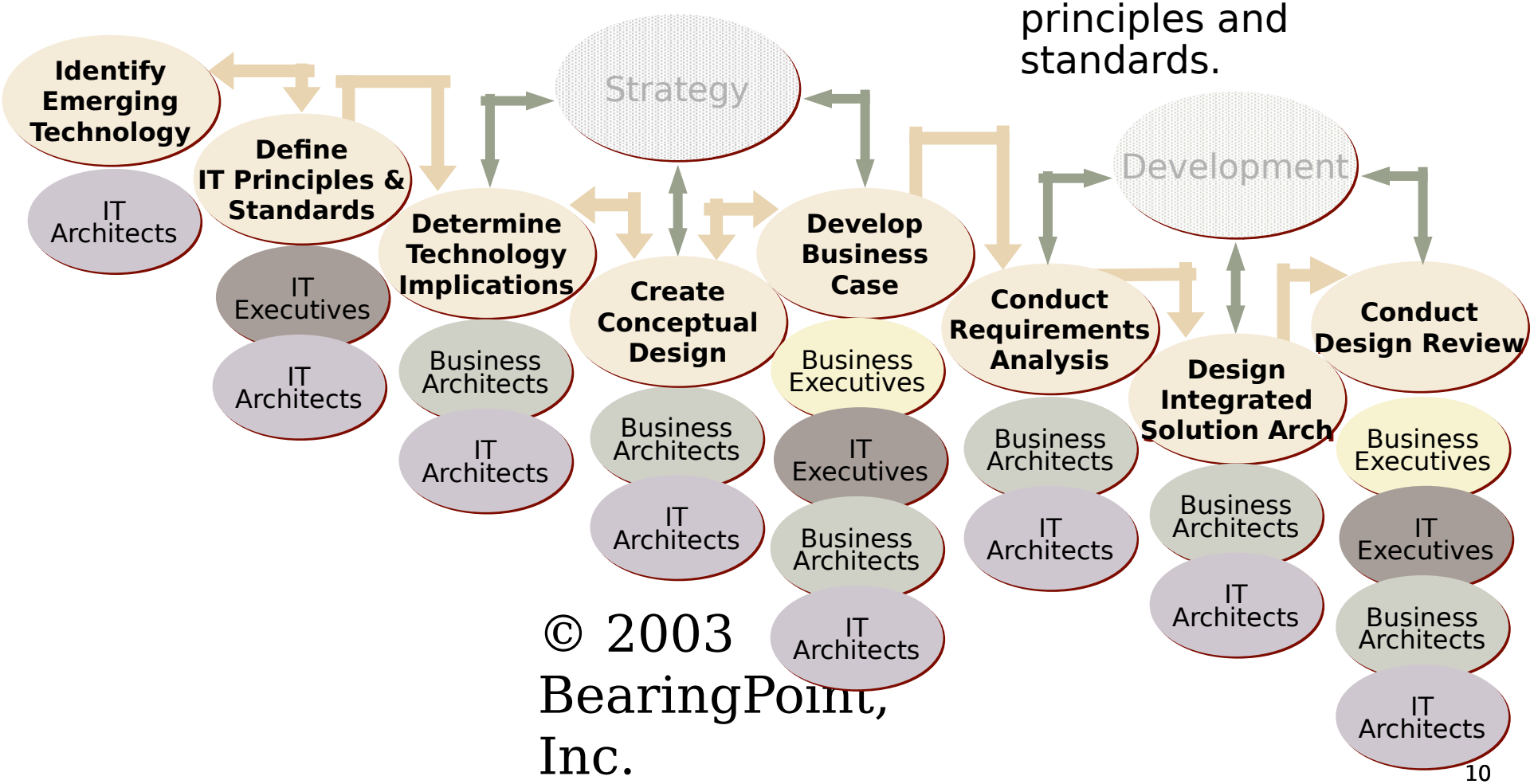
Emerging technologies enable innovative solutions.

Each project requires a conceptual design and business case.

Solution and integration architectures use IT principles and standards.



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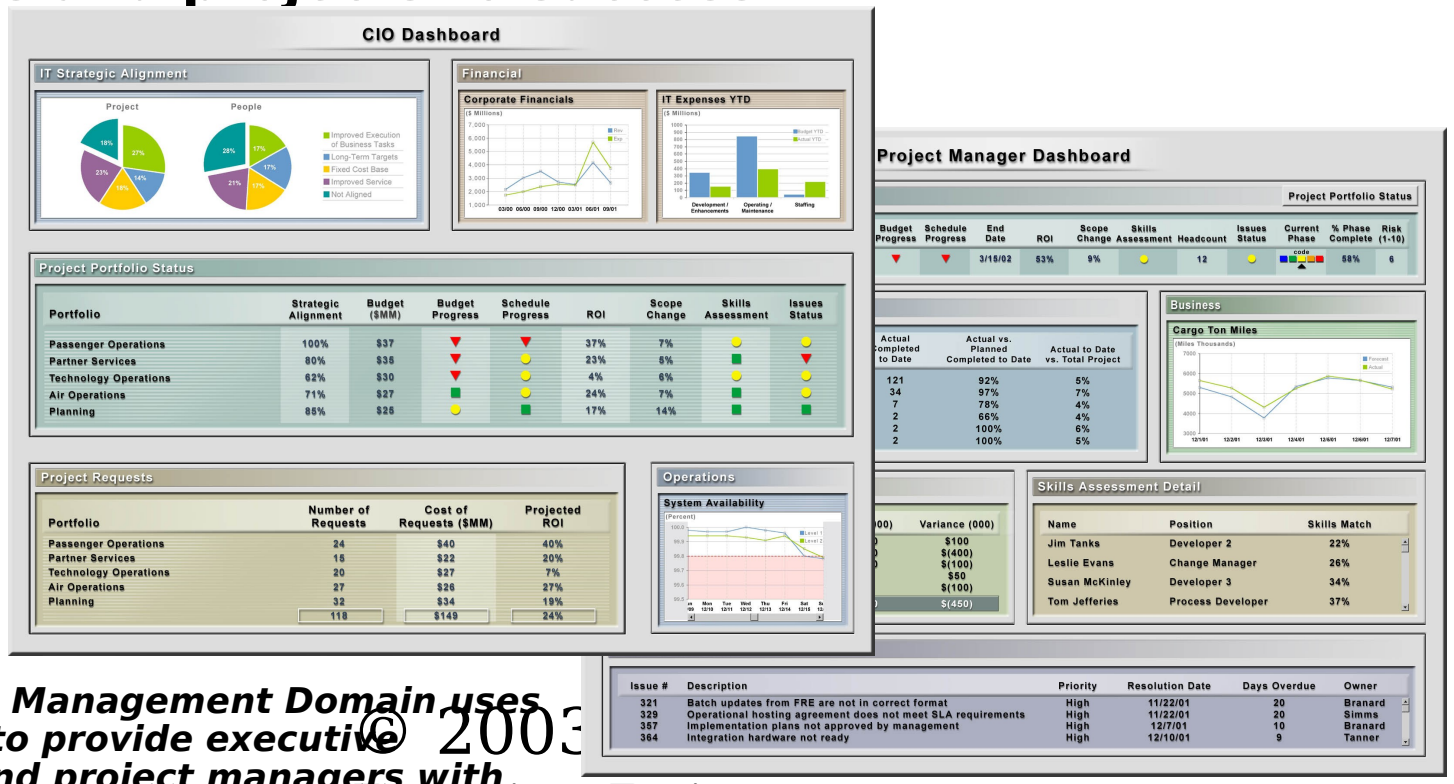
Program Management Domain

The Program Management Domain establishes best practices for the management oversight that guides programs and projects to success.



The Program Management Domain uses dashboards to provide executive leadership and project managers with accurate information about ongoing programs and projects.

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Program Mgmt Governance Example

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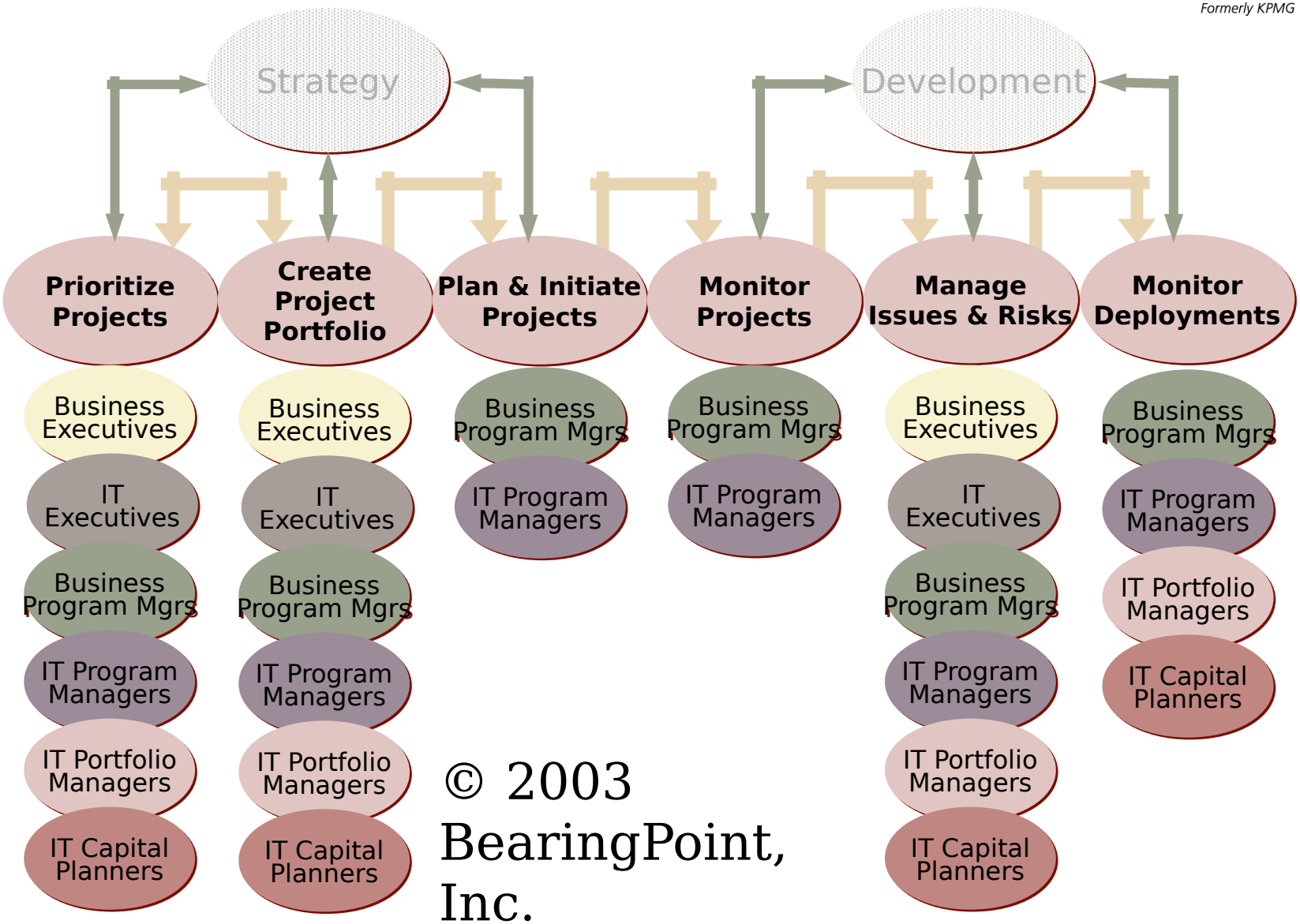

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Development Domain

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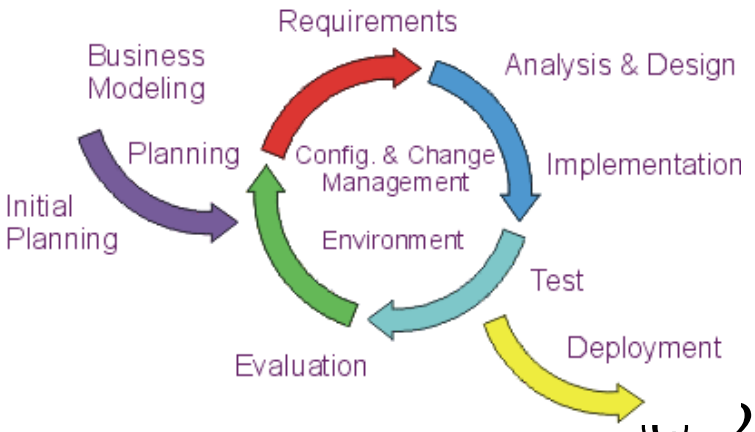
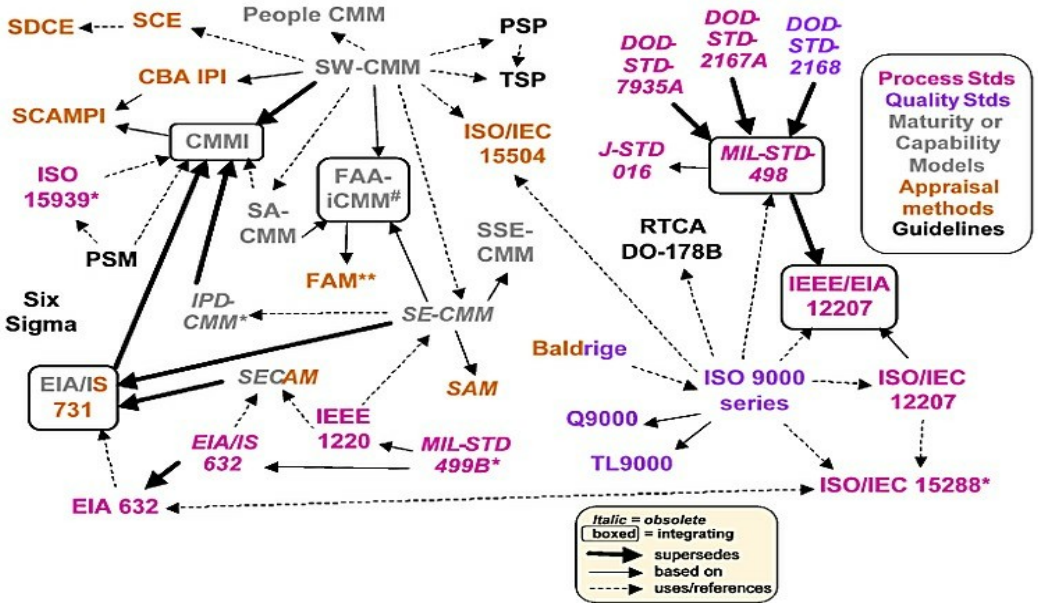
The Development Domain establishes development processes and tools that enable an iterative development approach that meets industry standards such as the Software Engineering Institute Capability Maturity Model Integrated (SEI-CMMI) and the International Standards Organization (ISO) 9000 Series





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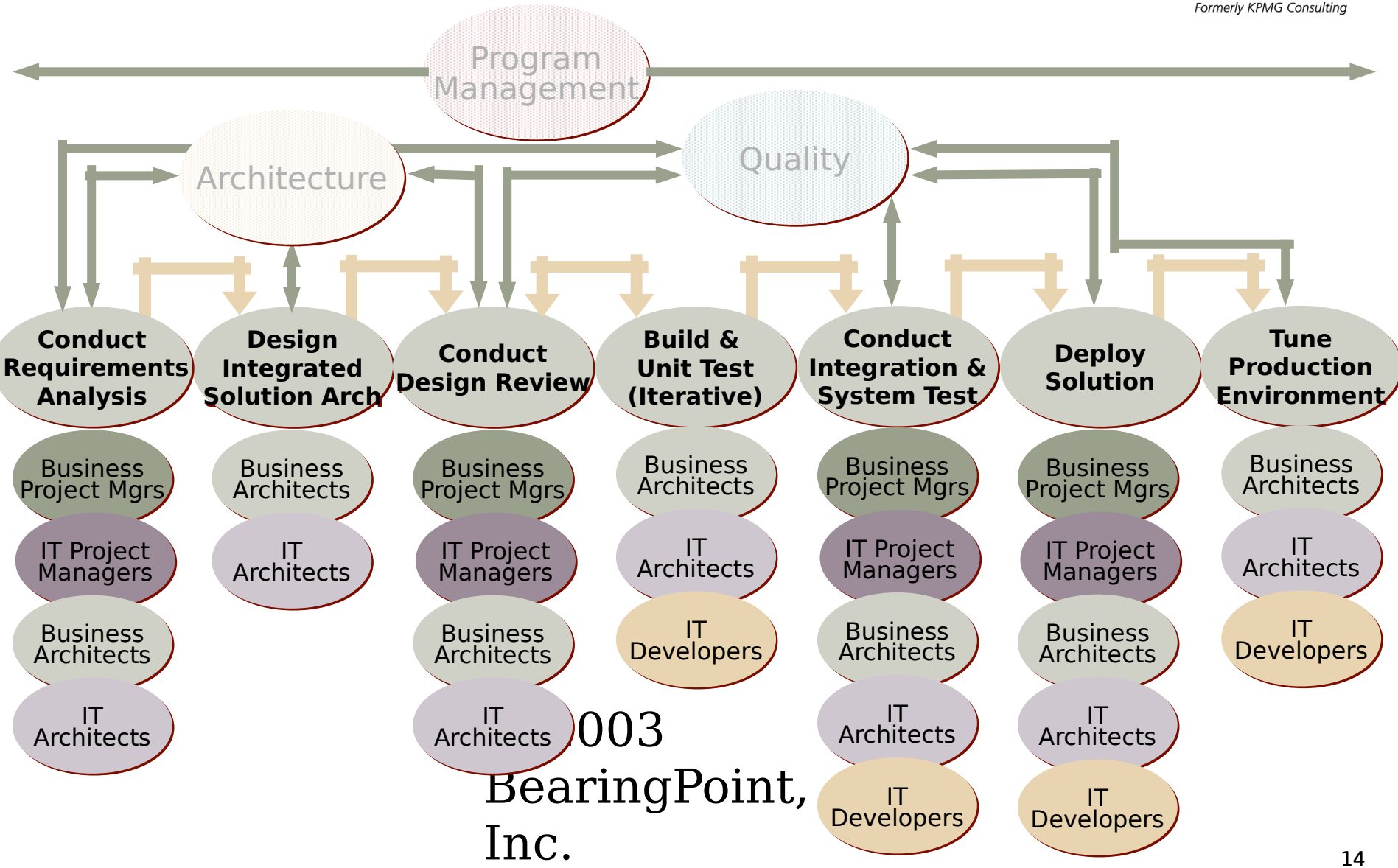

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Quality Domain

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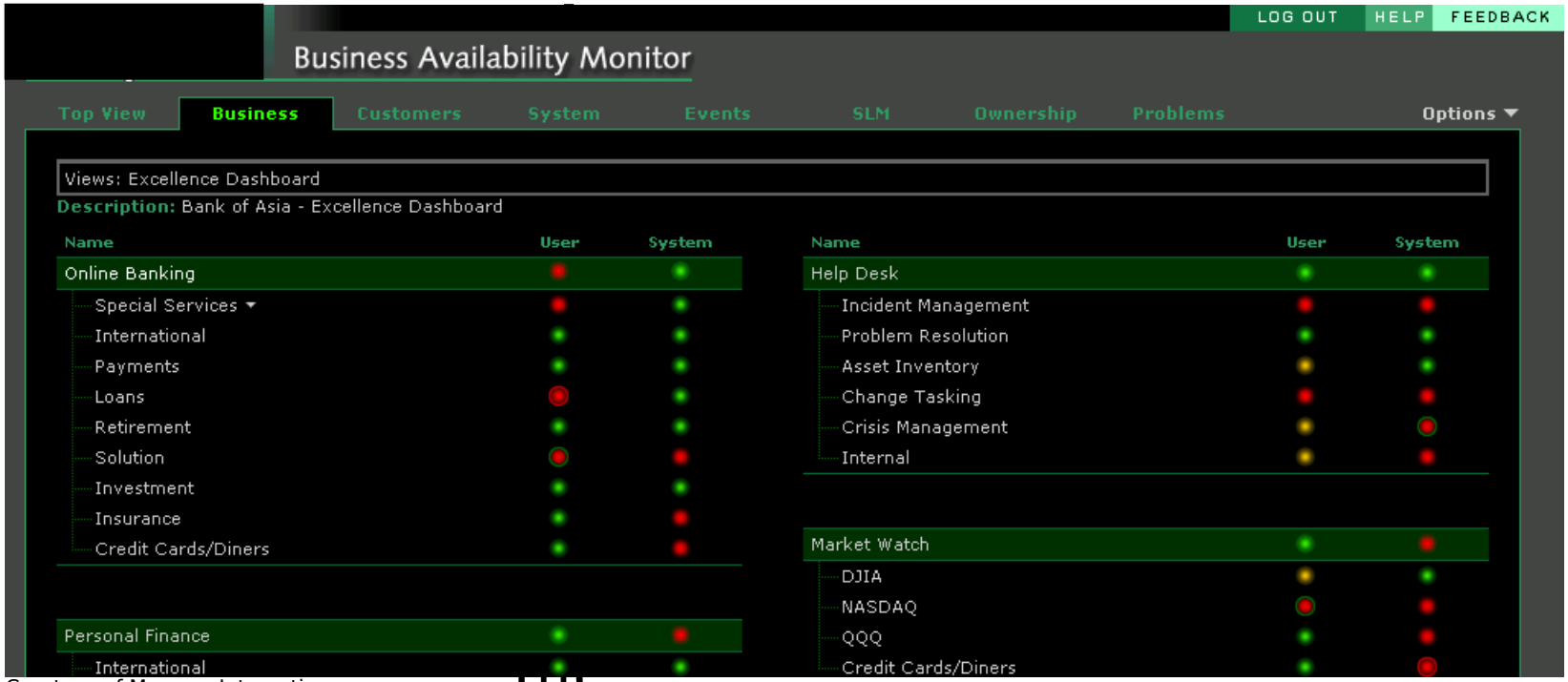
The Quality Domain establishes a design review, testing and pre-production tuning program that identifies costly defects prior to introducing new or upgraded hardware and software into a production environment. It also provides the foundation for co



Courtesy of Mercury Interactive

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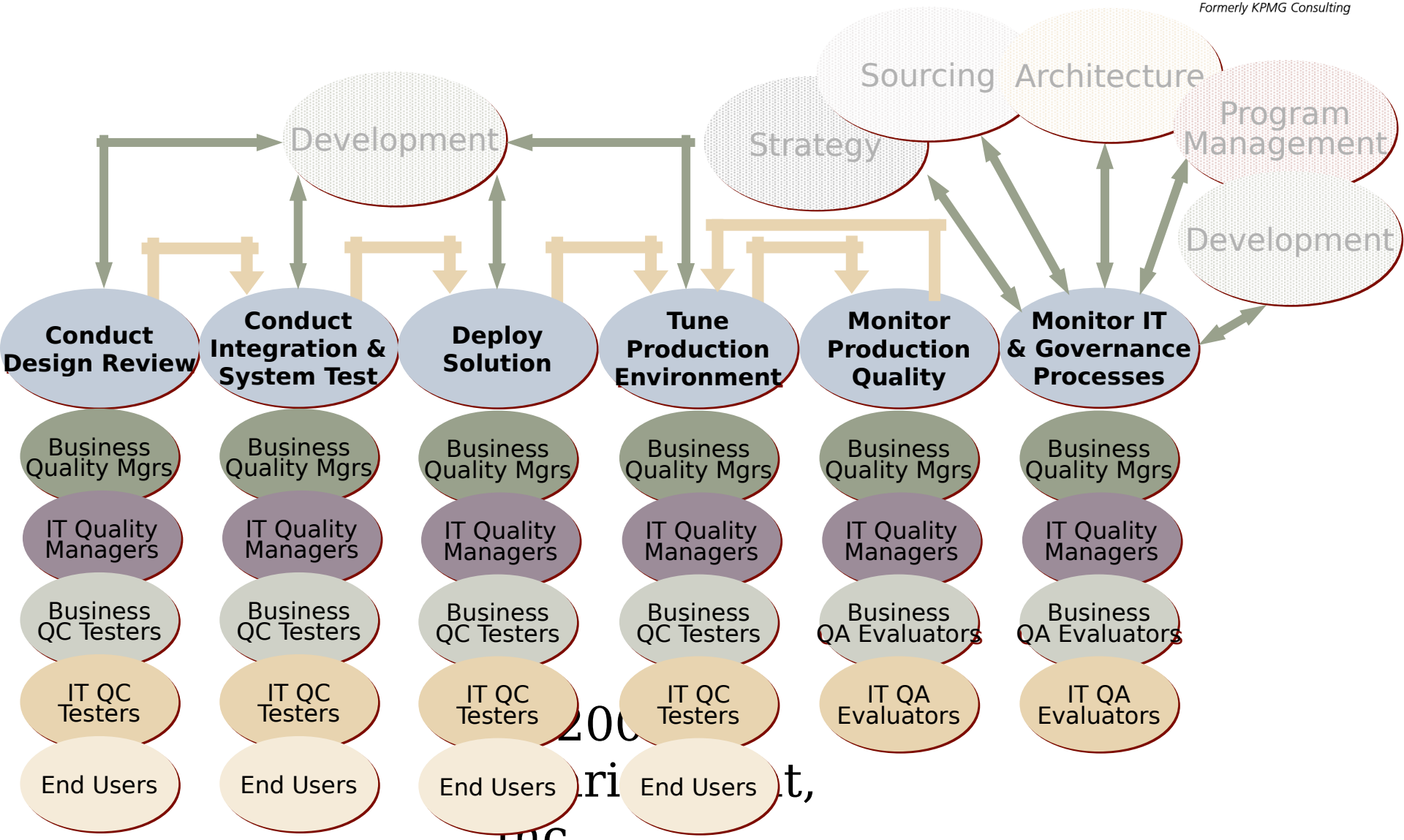

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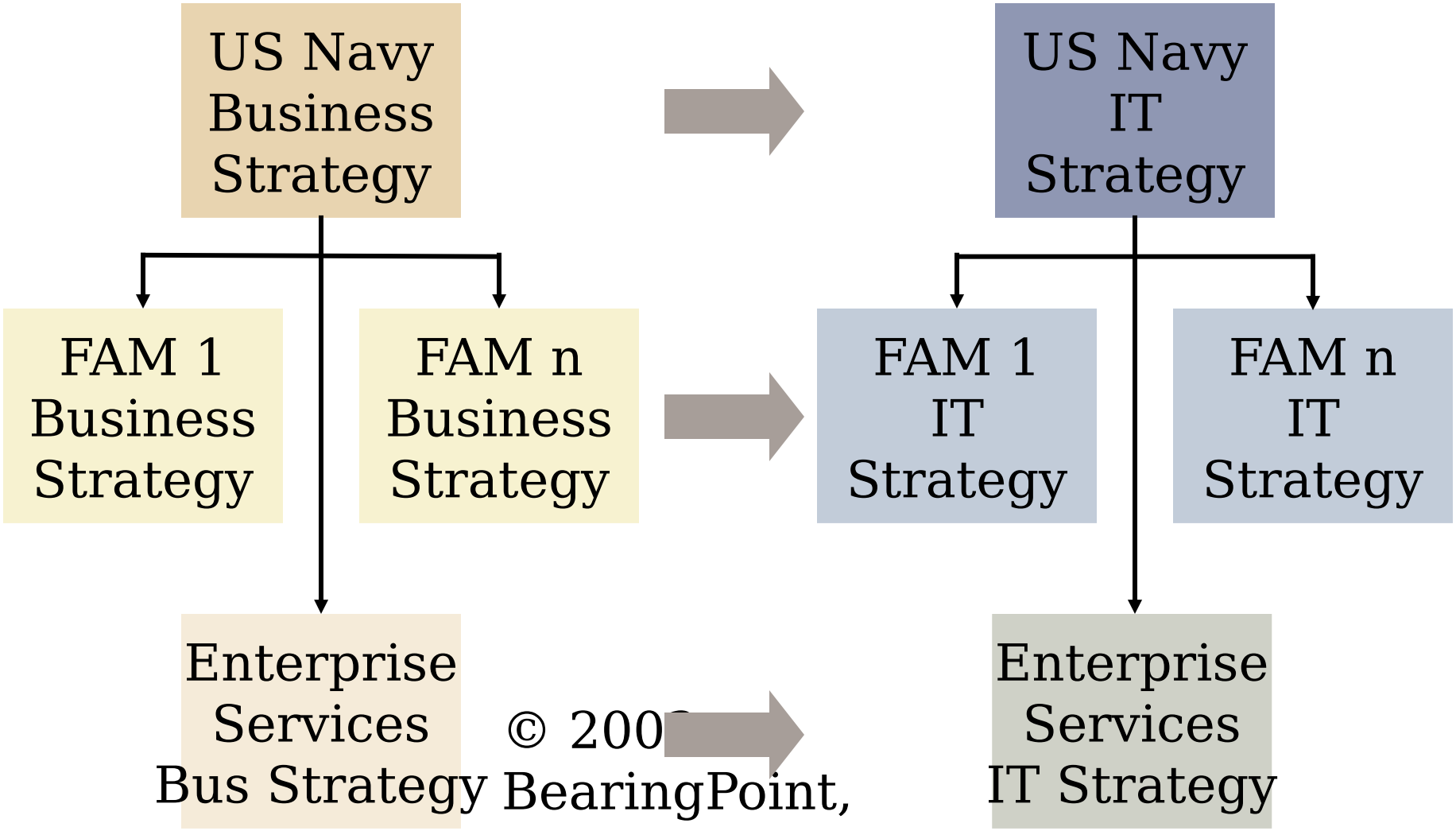
US Navy Example

Business Strategy Drives IT Strategy


US Navy Business Strategy
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Enterprise Services Bus Strategy
US Navy IT Strategy
FAM 1 IT Strategy
FAM n IT Strategy
Enterprise Services IT Strategy

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Strategy Domain